WE ARE
HIRING
Application Support Engineer

JOIN OUR TEAM

The Sri Lanka Institute of Information Technology (SLIIT) is a pioneer in the higher education sector of Sri Lanka and offers undergraduate and postgraduate degrees in a wide range of disciplines. It is committed to provide the best student experience through a dedicated group of academic and non-academic staff. The main campus located in Malabe has excellent academic and recreational facilities.

We are looking for a dedicated & proactive individual to join our IT team as an Application Support Engineer.

Key Duties & Responsibilities:

- Provide timely and effective technical support to customers via phone, email, remote assistance etc.
- Diagnose and resolve software issues reported by customers and internal stakeholders
- Collaborate with development teams to escalate and resolve complex technical issues
- Document and maintain records of customer interactions, technical issues and resolutions
- Conduct software testing and quality assurance checks to ensure software functionality
- Assist in the installation, configuration, and maintenance of software systems
- Train internal teams on software functionality and best practices
- Stay updated with industry trends and technologies to provide innovative solutions

Minimum Requirements:

- Bachelor's degree in Computer Science, Engineering, or related field
- At least two years of post qualifying experience as an Application / Software Support Engineer or a similar role in a technical support environment
- Strong knowledge of software applications, databases, and operating systems (E.g.: Windows, Linux)
- Proficiency in troubleshooting technical issues and providing timely resolutions
- Excellent communication skills with the ability to explain technical details clearly
- Ability to work independently and collaboratively in a team-oriented environment
- Customer-oriented mindset with a focus on delivering high-quality support services
- Certification or training in relevant field will be an added advantage

SLIIT offers a competitive salary and other benefits commensurate with qualifications and experience.

Please send your resume via email to careers@sliit.lk clearly indicating the post applied for on the subject line of the email, to reach us within 7 days of this advertisement.

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